



CDC / Vessel Sanitation Program  
1850 Eller Drive – Suite 101  
Ft Lauderdale  
FL 33316  
USA

11<sup>th</sup> June 2001

Dear Sirs

### **CROWN ODYSSEY, STATEMENT OF CORRECTIVE ACTION**

We refer to your letter dated 16<sup>th</sup> April addressed to Barrie Clarke at NCL. CROWN ODYSSEY transferred to Orient Lines in April 2000 and we would be grateful if you could amend your records accordingly. All future correspondence should be addressed to this office.

The following actions have been taken to correct each of the deficiencies noted during the inspection of CROWN ODYSSEY on 11<sup>th</sup> April 2001 at Fort Lauderdale.

#### **ITEM NO      DEFICIENCY / CORRECTIVE ACTION**

1.            **The doctor was defining diarrhoea as 5 loose stools in a 24 hour period.**  
  
The definition has been revised as per requirements in the USPH 2000 Operations Manual.
  
2.            **A separate anti-diarrhoeal medication log was not being kept on board the vessel. All dispensed medications were kept on the same log. Additionally, those persons dispensed anti-diarrhoeal medications were not recorded on the gastrointestinal illness log.**  
  
A log is now kept of all anti-diarrhoeal medications dispensed using the forms provided.

3. **The microbiological testing of the potable water was being done but the method used was not approved by “Standard Methods for the Examination of Water and Waste Water”.**

As per the recommendations made, a suitable alternative has been investigated and ordered. Delivery expected to be no later than 16.7.01.

4. **The halogen analyser/recorder charts had a range of 0-10 ppm.**

Corrected as per requirements to a range of 0.0 to 5.0 ppm with a recording period of 24 hours.

5. **The depth markers for the swimming pools were not visible from inside the pools.**

Depth markers have been installed as per recommendations.

6. **It was not clearly evident if the drain covers were anti-vortex covers.**

Drain covers are not currently anti-vortex, however, anti-vortex covers are on order, delivery expected to be no later than 16.7.01.

7. **Shepherd’s Hooks & approved flotation devices were not available for the pools.**

All devices now provided in prominent locations as required.

8. **The infra-red heat lamps were not properly shielded.**

Shatterproof infra-red shield lamps on order, expected delivery 22.6.01.

9. **There was an open seam at the deck/bulkhead juncture under the Café Italia bar.**

Open seam now repaired.

10. **The stones in the pizza oven at Café Italia were cracked making them difficult to clean.**  
  
New pizza stones on order, expected delivery 22.6.01.
11. **The final rinse pressure gauge of the Lido glass washing machine was not working properly.**  
  
Gauge replaced.
12. **There was a bowl with individual coffee creamers setting on top of the chiller unit inside the walk-in refrigerator in the main galley coffee pantry.**  
  
Items removed & staff instructed accordingly as part of ongoing training.
13. **Main Galley Pastry Shop - fans of the over-counter, pass-through refrigerator were soiled.**  
  
Fans are being cleaned on a regular basis.
14. **Main Galley buffet locker – numerous display boards stored in this locker had broken laminate and exposed Styrofoam insulation making them difficult to clean.**  
  
All items have been discarded.
15. **Main Galley vegetable cooking area – soap dispenser for handwashing station was located over a prep table potentially contaminating the prep surface with soap and/or water.**  
  
Soap dispenser has been relocated as per recommendation.
16. **Main Galley pantry – refrigerated trolley for Yacht Club had damaged door gaskets making it difficult to clean.**  
  
Gasket has now been replaced.

17. **Main Galley dishwashing area – clean dish landing, cross table scupper, did not have drain line attached and was draining directly onto the deck.**  
  
A new drain has been installed.
18. **Dining Room – there were numerous areas on the waiter stations that have cracked and damaged laminate making them difficult to clean.**  
  
The laminate is replaced as part of our ongoing maintenance programme.
19. **Bakery – the bulkhead and deckhead over the cleaning locker had loose profiles making the area difficult to clean.**  
  
Profiles will be secured no later than 16.7.01.
20. **Provisions – the meat, poultry and vegetable walk-in freezers had large accumulations of ice on the decks under the evaporators. The evaporator drain lines were clogged with ice and during the defrosting period the drip pans overflowed onto the decks.**  
  
Heating cable to be installed. In progress, to be completed by 16.7.01.
21. **Top of the Crown Bar – live plants were found in direct contact with the pour spouts of numerous bottles of alcohol.**  
  
Planter will be removed, in the meantime bottles have been relocated temporarily.
22. **Yacht Club Bar – there were holes present on the bar counter making it difficult to clean.**  
  
Holes have now been welded.
23. **Air conditioning fan rooms – there was dirt and mould present in the condensate collection areas of the fan units. The chemicals to clean and sanitise these areas have been purchased but the maintenance has not been done yet.**  
  
The areas have now been cleaned and sanitised.
24. **Food service general – numerous refrigerators and freezers had door gaskets with open seam or torn gaskets making them difficult to clean.**  
  
Door gaskets have now been either repaired or replaced.

25. **Food service general – some of the dishwashing machines did not have data plates.**
- Data plates now mounted.
26. **Food service general – the final rinse temperatures of the warewashing machines ranged from 170-180 degreesF as measured at the dish surface. The minimum required temperature is 160 degreesF. This high temperature resulted in very hot and humid conditions and condensation accumulating on the deckheads.**
- Temperatures adjusted to 160 degreesF.
27. **Consumer Advisory – the vessel serves rare, undercooked foods such as hamburgers and eggs as requested by the passengers but no consumer advisory was available.**
- Consumer advisory now placed in Welcome Aboard Daily Program.

If you have any questions regarding the above, please do not hesitate to contact me.

Yours faithfully

Sheree A Lynch  
Director Hotel Operations  
For and on behalf of Ship Management Ltd  
As Agents for Orient Lines  
A Division of Norwegian Cruise Line Ltd - Bermuda